December 1992
Vol. 51, No. 12

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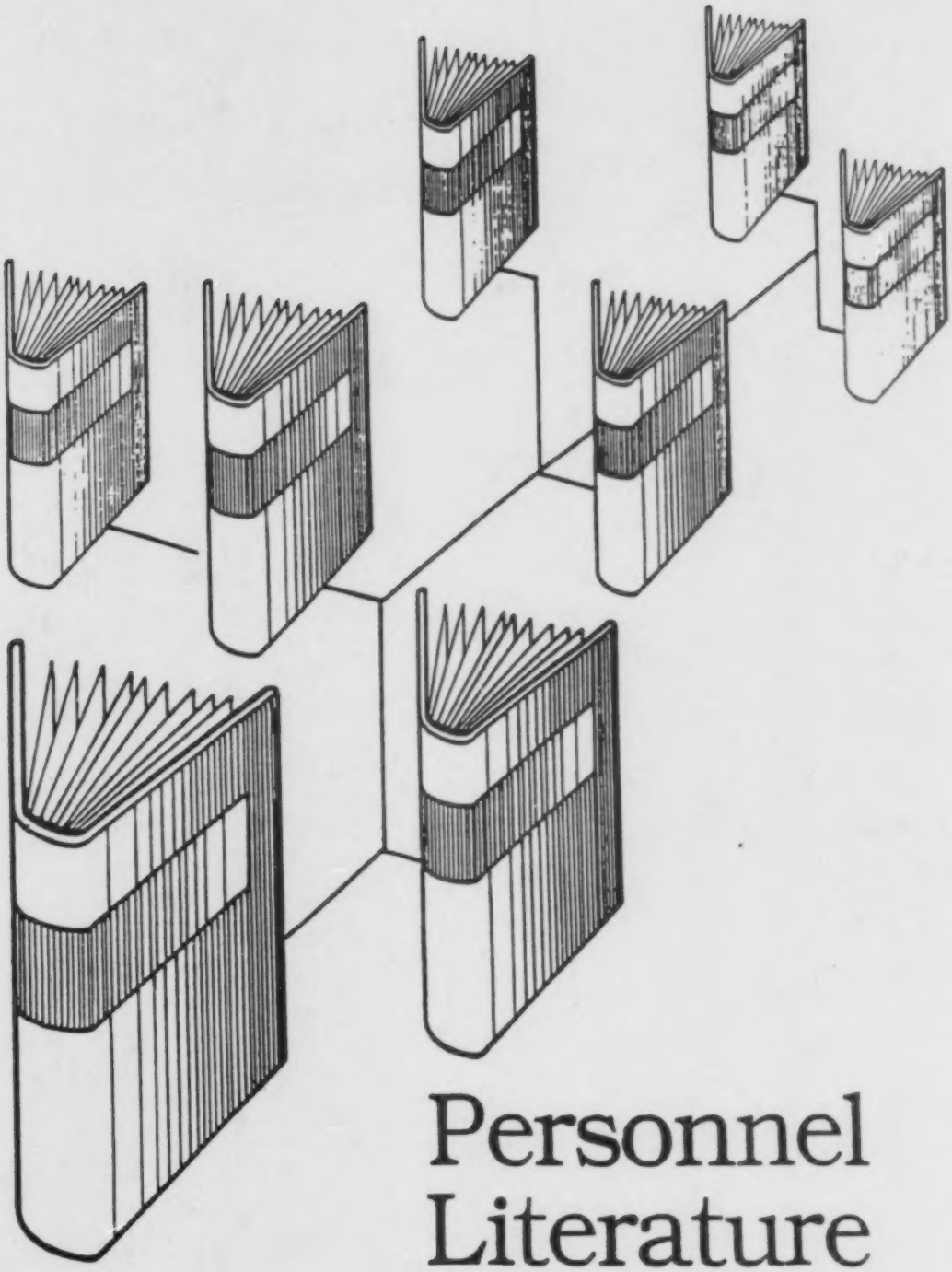

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ATTITUDE SURVEYS

12-1

Ludeman, Kate.

Using employee surveys to revitalize TQM. Training, 29:51-57, December 1992.

Descriptors: *Attitude surveys / *Quality control.

CAREER PLANNING

12-2

McDermott, Lynda C.

Marketing yourself as "Me, Inc." Training & development, 46:77-84, September 1992.

Descriptors: *Marketing / *Success in employment / *Employee development / *Middle managers--Career opportunities / *Executives--Abilities.

CAREER STAFFING

12-3

Brudney, Jeffrey L. and William D. Duncombe.

An economic evaluation of paid, volunteer, and mixed staffing options for public services. Public administration review, 52:474-481, September-October 1992.

Descriptors: *Career staffing--Methods.

12-4

Mauerer, Steven D., Vince Howe and Thomas W. Lee.

Organizational recruiting as marketing management: an interdisciplinary study of engineering graduates. Personnel psychology, 45:807-833, Winter 1992.

Descriptors: *Engineers--Recruitment.

CIVIL SERVICE, FOREIGN

12-5

Boston, Jonathan.

Assessing the performance of departmental chief executives: perspectives from New Zealand. Public administration (Gt. Brit.), 70:405-428, Autumn 1992.

Descriptors: *New Zealand--Civil service / *Executives--Comparative studies.

12-6

Bourgault, Jacques, Stephane Dion and Marc Lemay.

Creating a corporate culture: lessons from the Canadian Federal government. Public administration review, 53:73-80, January-February 1993.

Descriptors: *Corporate culture--Comparative studies / *Canada--Civil service.

12-7

Cabestan, Jean-Pierre.

Civil service reform in China: the draft "Provisional Order Concerning Civil Servants." International review of administrative sciences, 58:421-436, September 1992.

Descriptors: *China--Civil service.

CIVIL SERVICE, FOREIGN (Cont'd)

12-8

Stewart, John and Kieron Walsh.

Change in the management of public services. Public administration (Gt. Brit.), 70:499-518, Winter 1992.

Descriptors: *Great Britain--Civil service / *Public administration--Comparative studies.

COMMUNICATION

12-9

Filipczak, Bob.

Working for the Japanese. Training, 29:23-29, December 1992.

Descriptors: *Cross cultural communication / *Cultural relations / *Communication in management.

12-10

Kupfer, Andrew.

Prime time for videoconferences. Fortune, 126:90-92+, December 28, 1992.

Descriptors: *Meetings--Case studies / *Teleconferencing--Case studies / *Conferences.

12-11

Petrini, Catherine M.

Both sides of the platform. Training & development, 46:15-20, November 1992.

Contents: Eight dangerous assumptions about listeners, by Kittie W. Watson and Larry L. Barker; How to be an effective public speaker, by Richard G. Plavetich and Brian H. Kleiner.

Descriptors: *Listening / *Public speaking.

COMPENSATION

12-12

Lawler, Edward E., III.

Pay the person, not the job. Industry week, 241:18-19+, December 7, 1992.

Descriptors: *Pay systems / *Performance-based pay.

12-13

McConkey, Joan and others.

Salary equity: a case study. College & research libraries, 54:33-41, January 1993.

Descriptors: *Librarians--Pay / *Pay rates / *Universities and colleges.

12-14

Rivenbark, Leigh.

Pushing pay reform OPM chief's legacy. Federal times, 28:6+, January 4, 1993.

The role of Constance B. Newman, former OPM Director, in the area of pay reform.

Descriptors: *Compensation / *Pay rates / *Geographic differentials / Federal government.

12-15

Zingheim, Patricia K. and Jay R. Schuster.

Linking quality and pay. HRMagazine, 37:55-59, December 1992.

Descriptors: *Performance-based pay.

CONSULTANTS

12-16

Rosik, Peter.

Four ways to profit from consultants. HRMagazine, 37:77+, November 1992.

Descriptors: *Consultants--Utilization.

COUNSELING

12-17

Chao, Georgia T., Pat M. Walz and Philip D. Gardner.

Formal and informal mentorships: a comparison on mentoring functions and contrast with nonmentored counterparts. Personnel psychology, 45:619-636, Autumn 1992.

Descriptors: *Counseling--Research / *Mentors--Research / *Coaching--Research.

EMPLOYEE CONDUCT

12-18

Kuzmits, Frank E.

Workplace homicide: prediction or prevention. S.A.M. advanced management journal, 57:4-7, Spring 1992.

Descriptors: *Violence--Control / *Stress, Psychological.

EMPLOYEE HEALTH AND MEDICAL CARE

12-19

Dorn, Fred J.

Occupational wellness: the integration of career identity and personal identity. Journal of counseling & development, 71:176-178, November-December 1992.

Descriptors: *Health, Employee / *Career counseling / *Stress, Psychological.

12-20

Romano, John L.

Psychoeducational interventions for stress management and well-being. Journal of counseling & development, 71:199-202, November-December 1992.

Descriptors: *Stress, Psychological--Control / *Stress, Psychological--Theory.

12-21

Sulit, Beth Kephart.

Recurrent problems. Human resource executive, 6:40-42, December 1992.

Descriptors: *Repetitive strain injuries / *Health, Employee.

EQUAL OPPORTUNITY IN EMPLOYMENT

12-22

McKee, Bradford and Sharon Nelton.

Building bridges to minority firms. Nation's business, 80:29-33, December 1992.

Descriptors: *Minority business enterprises.

ETHICS

12-23

Shaw, G. Jerry, William L. Bransford and Richard A. Moore.
No free lunch? Government executive, 25:38-41, January 1993.
Descriptors: *Civil service ethics / *Conflict of interest / Federal government.

12-24

Stark, Andrew.
Public sector conflict of interest at the Federal level in Canada and the U.S.: differences in understanding and approach. Public administration review, 52:427-437, September-October 1992.
Descriptors: *Conflict of interest--Comparative studies / *Civil service ethics--Comparative studies / *Canada--Civil service / Federal government.

12-25

Thompson, Dennis F.
Paradoxes of government ethics. Public administration review, 52:254-259, May-June 1992.
Descriptors: *Civil service ethics--Theory / *U.S. Office of Government Ethics / Federal government.

EXECUTIVES--ABILITIES AND CHARACTERISTICS

12-26

Executive profile. Human resource executive, 6:44, November 1992.
Highlights from a survey of HR executives.
Descriptors: *Personnel directors--Characteristics.

12-27

Knights, David and Hugh Willmott.
Conceptualizing leadership processes: a study of senior managers in a financial services company. Journal of management studies (Gt. Brit.), 29:761-782, November 1992.
Descriptors: *Executives--Characteristics--Research / *Leadership--Research.

12-28

Smith, Martin E.
The search for executive skills. Training & development, 46:88-95, September 1992.
Descriptors: *Executives--Abilities / *Management development--Research / *Skills analysis.

EXECUTIVES--RESPONSIBILITIES

12-29

McAfee, R. Bruce and Myron Glassman.
"Shoulds" and "oughts" in the workplace. S.A.M. advanced management journal, 57:39-41, Spring 1992.
Descriptors: *Executives--Responsibilities / *Communication in personnel management.

EXECUTIVES--RESPONSIBILITIES (Cont'd)

12-30

Walter, Robert J.

Public employers' potential liability from negligence in employment decisions. Public administration review, 52:491-496, September-October 1992.

Descriptors: *Employers' liability / *Management accountability / *Liability (Law).

EXECUTIVES--TRAINING

12-31

Barth, Thomas J.

Lessons from the trenches. Public manager, 21:39-42, Fall 1992.

Descriptors: *Management development / *Executives--Training / Federal government.

12-32

Reed, Michael and Peter Anthony.

Professionalizing management and managing professionalization: British management in the 1980s. Journal of management studies (Gt. Brit.), 29:591-613, September 1992.

Descriptors: *Executives--Education / *Management / *Executives--Training / *Great Britain.

12-33

Sauter, John.

Creating a program for the Postal Service. Public manager, 21:43-44, Fall 1992.

Descriptors: *Management development--Case studies / *U.S. Postal Service / Federal government.

HANDICAPPED

12-34

Scott, C. Richard and Diane M. Baun.

The Americans With Disabilities Act: an employer's perspective. S.A.M. advanced management journal, 57:8-11+, Spring 1992.

Descriptors: *Handicapped--Employment--Law and legislation.

HOURS OF WORK

12-35

Hartman, Richard I., Charles R. Stoner and Raj Arora.

Developing successful organizational telecommuting arrangements: worker perceptions and managerial prescriptions. S.A.M. advanced management journal, 57:35-42, Summer 1992.

Descriptors: *Work at home / *Hours of work.

INSURANCE, HEALTH

12-36

Hilliard, Roy M.

Your dental plan may need a checkup. HRMagazine, 37:42-44+, December 1992.

Descriptors: *Dental care--Insurance / *Insurance, Health.

INTERVIEWING

12-37

Brink, T. L.

A discouraging word improves your interviews. HRMagazine, 37:49-50+, December 1992.

Descriptors: *Interviewing.

JOB SATISFACTION

12-38

DeSantis, Victor S., James J. Glass and Charldean Newell.

City managers, job satisfaction, and community problem perceptions. Public administration review, 52:447-453, September-October 1992.

Descriptors: *City managers--Characteristics / *Job satisfaction research.

12-39

Parmer, Coleen and Dennis East.

Job satisfaction among support staff in twelve Ohio academic libraries. College & research libraries, 54:43-57, January 1993.

Descriptors: *Job satisfaction research / *Library technicians / *Universities and colleges.

12-40

Tompkins, Neville C.

Employee satisfaction leads to customer service. HRMagazine, 37:93-95, November 1992.

Descriptors: *Job satisfaction--Case studies / *Customer service--Case studies.

LABOR FORCE

12-41

Sisneros, Antonio.

Hispanics in the public service in the late twentieth century. Public administration review, 53:1-7, January-February 1993.

Descriptors: *Labor force--Characteristics / *Hispanic Americans--Employment / Federal government.

LABOR-MANAGEMENT RELATIONS

12-42

Defreitas, Gregory.

Unionization among racial and ethnic minorities. Industrial & labor relations review, 46:284-301, January 1993.

Descriptors: *Union organizing--Research / *Union members--Characteristics.

12-43

Evans, Barbara Ryniker.

Will employers and unions cooperate? HRMagazine, 37:59-60+, November 1992.

Descriptors: *Collective labor agreements / *Labor-management relations / *Handicapped--Employment--Law and legislation.

LABOR-MANAGEMENT RELATIONS (Cont'd)

12-44

Kaufman, Bruce E.

The origins and evolution of the field of industrial relations. Industrial & labor relations review, 46:395-406, January 1993.

Review symposium.

Descriptors: *Industrial relations--Research / *Industrial relations--Book reviews.

LABOR TURNOVER

12-45

Denton, D. Keith.

Keeping employees: the Federal Express approach. S.A.M. advanced management journal, 57:10-13, Summer 1992.

Descriptors: *Tenure--Case studies / *Labor turnover--Case studies.

12-46

De Vader, Christy L. and Allan G. Bateson.

Employee job change: effectively managing the transition. S.A.M. advanced management journal, 57:30-35, Winter 1992.

Descriptors: *Labor turnover--Administration / *Executives--Responsibilities.

LEADERSHIP

12-47

Forum: quality leadership. Public manager, 21:11-13+, Fall 1992.

Contents: Introduction: challenges for today's manager, by Warren Master; Getting people to do what they want to do, by Tom Glenn; Changing organizational culture, by Joan B. Keston; Leadership in a time of change, by Alan P. Balutis; Leadership, technology, and the workplace, by Phil A. LaBonte; Leadership for empowerment, by Martha Spice and Alan Gilburg; Public leadership 1986-92: what's different? by Paul Lorentzen.

Descriptors: *Leadership / *Executive effectiveness / *Corporate culture.

MANAGEMENT

12-48

Axelrod, Dick.

Are you ready for team-based management? Journal for quality and participation, 15:12-17, December 1992.

Descriptors: *Multiple management / *Management methods.

12-49

Chan, Peng S. and Dorothy Heide.

Information technology and the new environment: developing and sustaining competitive advantage. S.A.M. advanced management journal, 57:4-9, Autumn 1992.

Descriptors: *Technology--Economic aspects / *Information systems / *Information management.

12-50

Corbin, Lisa.

The byte-buying blues. Government executive, 25:26-28, January 1993.

Descriptors: *Information management / *Purchasing, Government.

MANAGEMENT (Cont'd)

12-51
Dolenga, Harold E.
Management paradigms and practices in the information age. S.A.M. advanced management journal, 57:25-29, Winter 1992.
Descriptors: *Management / *Electronic data processing.

12-52
Galagan, Patricia A.
On being a beginner: an interview with John Rollwagen. Training & development, 46:30-38, November 1992.
John Rollwagen is chief executive officer of Cray Research.
Descriptors: *Management / *Organizational effectiveness.

12-53
Hauser, Richard D., Jr. and Frederic J. Hebert.
Managerial issues in expert system implementation. S.A.M. advanced management journal, 57:10-15, Winter 1992.
Descriptors: *Problem solving / *Artificial intelligence / *Computers.

12-54
Johnson, Jack and Jack T. Mollen.
Ten tasks for managers in the empowered workplace. Journal for quality and participation, 15:18-20, December 1992.
Descriptors: *Management methods / *Executives--Responsibilities / *Power (Social sciences).

12-55
Overman, Stephenie.
A measure of success. HRMagazine, 37:38-40+, December 1992.
Descriptors: *Management methods / *Cultural relations / *Cross cultural communication.

12-56
Petrini, Catherine M.
The power of empowerment. Training & development, 46:29-32+, September 1992.
Contents: How much empowerment is too much or not enough? by Donald L. Kirkpatrick; Raising personal empowerment, by Edward Betof and Frederic Harwood; Reducing red tape.
Descriptors: *Management methods / *Power (Social sciences) / *Decision-making / *Participative management.

12-57
Shea, Gordon F.
Learn how to treasure differences. HRMagazine, 37:34-37, December 1992.
Descriptors: *Management methods / *Cultural relations / *Cross cultural communication.

MANAGEMENT (Cont'd)

12-58

Tetzeli, Rick.

A day in the life of Ed Deming. Fortune, 127:74-75, January 11, 1993.

An account of present-day professional activities of W. Edwards Deming, founder of the quality-management movement.

Descriptors: *Quality control / *Management methods.

12-59

Torres, Cresencio and Mary Bruxelles.

Capitalizing on global diversity. HRMagazine, 37:30-33, December 1992.

Descriptors: *Management methods / *Cultural relations / *Cross cultural communication.

MOBILITY

12-60

Schiller, Margery.

The real costs of mobility: a guide for comparison shopping. Public management, 75:9-11, January 1993.

Descriptors: *Geographic mobility--Costs.

MORALE

12-61

Lindsay, William M., George E. Manning and Joseph A. Petrick.

Work morale in the 1990s. S.A.M. advanced management journal, 57:43-48, Summer 1992.

Descriptors: *Morale.

12-62

Straka, John W.

Is poor worker morale costly to firms? Industrial & labor relations review, 46:381-394, January 1993.

Descriptors: *Morale--Research / *Productivity--Research.

MOTIVATION

12-63

Hudy, John J.

The motivation trap. HRMagazine, 37:63-64, December 1992.

Descriptors: *Motivation.

OCCUPATIONS AND OCCUPATIONAL CHOICE

12-64

Bergmann, Thomas J., M. John Close and Tamara J. Will.

Preparing to enter and succeed in human resource management. S.A.M. advanced management journal, 57:36-40, Winter 1992.

Descriptors: *Occupations / *Personnel administration / *Personnel officers--Education.

OCCUPATIONS AND OCCUPATIONAL CHOICE (Cont'd)

12-65

Zytowski, Donald G.

Three generations: the continuing evolution of Frederic Kuder's interest inventories. Journal of counseling & development, 71:245-248, November-December 1992.

Descriptors: *Occupational choice / *Tests, Vocational interest / *Kuder Occupational Interest Survey.

ORGANIZATIONAL BEHAVIOR

12-66

George, Jennifer M. and Arthur P. Brief.

Feeling good-doing good: a conceptual analysis of the mood at work-organizational spontaniety relationship. Psychological bulletin, 112:310-329, September 1992.

Descriptors: *Organizational behavior--Research / *Organizational effectiveness--Research.

12-67

Hitchcock, Darcy.

Overcoming the top ten self-directed team stoppers. Journal for quality and participation, 15:42-47, December 1992.

Descriptors: *Team development / *Teamwork / *Group training.

12-68

Hutzel, Tim.

The supervisor's role in self-directed workteams. Journal for quality and participation, 15:36-41, December 1992.

Descriptors: *Teamwork / *Group relations.

12-69

Individuals and organizations. Journal of applied behavioral science, 27:452-474+, December 1991.

Special issue.

Partial contents: Escape from a mine fire: emergent perspective and work group behavior, by Charles Vaught and William J. Wiehagen; Perceptions of role stress by boundary role persons: an empirical investigation, by Raghu Tadepalli; Normative commitment and instrumental attachment as intervening variables in the prediction of union participation, by Brian P. Heshizer, Harry J. Martin and Yoash Wiener.

Descriptors: *Organizational behavior--Research / *Role conflict--Research / *Union members--Research.

12-70

Mael, Fred A. and Lois E. Tetrick.

Identifying organizational identification. Educational and psychological measurement, 52:813-824, Winter 1992.

Descriptors: *Organizational commitment--Research / *Organizational behavior--Research.

ORGANIZATIONAL BEHAVIOR (Cont'd)

12-71
Shepperd, James A.
Productivity loss in performance groups: a motivation analysis. Psychological bulletin, 113:67-81, January 1993.
Descriptors: *Group dynamics--Research / *Productivity--Research / *Morale--Research.

ORGANIZATIONS

12-72
Du Gay, Paul and Graeme Salaman.
The cult[ure] of the customer. Journal of management studies (Gt. Brit.)., 29:615-633, September 1992.
Descriptors: *Organization development / *Customer service.

12-73
Fincham, Robin.
Perspectives on power: processual, institutional and "internal" forms of organizational power. Journal of management studies (Gt. Brit.), 29:741-759, November 1992.
Descriptors: *Organizational characteristics--Research / *Power (Social sciences)--Research.

12-74
Gordon, George G. and Nancy DiTomaso.
Predicting corporate performance from organizational culture. Journal of management studies (Gt. Brit.), 29:783-798, November 1992.
Descriptors: *Organizations--Climate--Research.

12-75
Hornestay, David.
Developing a more effective organization. Government executive, 25:44-45, January 1993.
Descriptors: *Organizational effectiveness / *Organization development.

12-76
Janson, Robert.
How reengineering transforms organizations to satisfy customers. National productivity review, 12:45-53, Winter 1992-93.
Descriptors: *Organizational effectiveness / *Customer service.

12-77
Ripley, Robert E. and Marie J. Ripley.
The innovative organization and behavioral technology for the 1990's. S.A.M. advanced management journal, 57:30-36, Autumn 1992.
Descriptors: *Innovation / *Organizations / *Technological innovations.

ORGANIZATIONS (Cont'd)

12-78

Starbuck, William H.

Learning by knowledge-intensive firms. Journal of management studies (Gt. Brit.)., 29:713-740, November 1992.

Descriptors: *Organizational characteristics--Research / *Learning motivation.

ORIENTATION

12-79

Ostroff, Cheri and Steve W. J. Kozlowski.

Organizational socialization as a learning process: the role of information acquisition. Personnel psychology, 45:849-874, Winter 1992.

Descriptors: *Orientation / *Socialization / *New employees.

PARTICIPATIVE MANAGEMENT

12-80

Jessup, Harlan R.

The road to results for teams. Training & development, 46:65-68, September 1992.

Descriptors: *Team development / *Teamwork.

12-81

Prenting, Theodore O.

Co-determination: its practice and applicability to the U.S. S.A.M. advanced management journal, 57:12-16, Spring 1992.

Descriptors: *Participative management--Comparative studies / Germany.

12-82

Wellins, Richard S.

Building a self-directed work team. Training & development, 46:24-28, December 1992.

Descriptors: *Participative management / *Teamwork.

PERFORMANCE EVALUATION

12-83

Carson, Kenneth P., Robert L. Cardy and Gregory H. Dobbins.

Upgrade the employee evaluation process. HRMagazine, 37:88-92+, November 1992.

Descriptors: *Performance evaluation--Administration / *Performance evaluation--Methods / *Quality control.

12-84

Hauck, Katherine G.

Failing evaluations. Human resource executive, 6:50+, September 1992.

Descriptors: *Performance evaluation--Methods / *Performance management.

12-85

Longnecker, Clinton O. and Denise R. McGinnis.

Appraising technical people: pitfalls and solutions. Journal of systems management, 43:12-16, December 1992.

Descriptors: *Performance evaluation / *Technicians.

PERFORMANCE EVALUATION (Cont'd)

12-86

Longenecker, Clinton O. and Stephen J. Goff.
Performance appraisal effectiveness: a matter of perspective. S.A.M. advanced management journal, 57:17-23, Spring 1992.
Descriptors: *Performance evaluation.

12-87

Williams, Jane R. and Paul E. Levy.
The effects of perceived system knowledge on the agreement between self-ratings and supervisor ratings. Personnel psychology, 45:835-847, Winter 1992.
Descriptors: *Self-evaluation--Research / *Performance evaluation--Research.

PERSONNEL ADMINISTRATION

12-88

Hoffmann, Carol C., Kathleen P. Hoffmann and Emily D. Eason.
Complexities of the "simple" report request. HRMagazine, 37:49-50+, November 1992.
Descriptors: *Information services / *Reports--Preparation / *Personnel information systems / *Personnel administration--Automation.

12-89

Kerfoot, Deborah and David Knights.
Planning for personnel?--human resource management reconsidered. Journal of management studies (Gt. Brit.), 29:651-668, September 1992.
Descriptors: *Personnel administration--Planning / *Personnel administration--Case studies.

12-90

Laabs, Jennifer J.
HR's vital role at Levi Strauss. Personnel journal, 71:34-41+, December 1992.
Descriptors: *Personnel administration--Case studies / *Personnel policies--Case studies.

12-91

Seeley, Robert S.
HR redesigns to optimize effectiveness. HRMagazine, 37:44-46, November 1992.
Descriptors: *Personnel departments / *Job design / *Cost-effectiveness / *Organizational effectiveness.

12-92

Thornburg, Linda.
The white knight of HR effectiveness. HRMagazine, 37:67-68+, November 1992.
Profile of Jac Fitz-enz, founder of the Saratoga Institute.
Descriptors: *Human resource accounting / *Organizational effectiveness / *Personnel directors--Portraits and caricatures.

PERSONNEL DEPARTMENTS

12-93

Drake, Samantha.

1992 HR exec of the year. Human resource executive, 6:1+, November 1992.

Article on Robert J. Joy, vice-president of Human Resources for Colgate-U.S. and recipient of the 1992 HR Executive of the Year award.

Descriptors: *Personnel directors--Portraits and caricatures / *Executives--Abilities.

PERSONNEL POLICIES

12-94

Smith, Vernita C.

Fighting back. Human resource executive, 6:38-39, September 1992.

Descriptors: *Drug abusers--Personnel policies--Surveys / *Drug abuse--Surveys / *Employees--Drug testing.

PERSONNEL RESEARCH

12-95

Harris, Christy.

Total quality experiment is dying. Federal times, 28:3, January 4, 1993.

Descriptors: *Personnel research--Case studies / *Quality control--Evaluation / *Position classification--Case studies / *Performance-based pay--Case studies / Federal government.

PRIVATIZATION

12-96

Morgan, David R.

The pitfalls of privatization: contracting without competition. American review of public administration, 22:251-269, December 1992.

Descriptors: *Privatization / *Privatization--Case studies.

12-97

Savas, E. S.

Privatization in post-socialist countries. Public administration review, 52:573-581, November-December 1992.

Descriptors: *Privatization--Research.

12-98

Ward, James D.

Privatization and political culture: perspectives from small cities and towns. Public administration quarterly, 15:496-522, Winter 1992.

Descriptors: *Privatization--Research / Local government / Municipal government.

PRODUCTIVITY

12-99

Karch, Kenneth M.

Getting organizational buy-in for benchmarking: environmental management at Weyerhaeuser. National productivity review, 12:13-22, Winter 1992-93.

Descriptors: *Productivity improvement--Case studies.

PRODUCTIVITY (Cont'd)

12-100
Kent, Tom.
Putting measurable life into your total quality principles. Journal for quality and participation, 15:70-72, December 1992.
Descriptors: *Productivity improvement / *Quality control / *Multiple management.

12-101
Luther, David B.
Advanced TQM: measurements, missteps, and progress through key result indicators at Corning. National productivity review, 12:23-36, Winter 1992-93.
Descriptors: *Productivity improvement--Case studies / *Quality control.

12-102
Sheehy, Barry.
Understanding Q levels--from quality circles to Federal budgets. National productivity review, 12:3-7, Winter 1992-93.
Descriptors: *Quality control / *Quality circles.

PUBLIC ADMINISTRATION

12-103
Cohn, Jeffrey P.
Critical condition. Government executive, 25:34-37, January 1993.
Descriptors: *U.S. Department of Veterans Affairs / *Administrative agencies / *Veterans--Benefits / Federal government.

12-104
Cook, Brian J.
Subordination or independence for administrators? The decision of 1789 reexamined. Public administration review, 52:497-503, September-October 1992.
Descriptors: *Public administration--History / *Administrative agencies--History / Federal government.

12-105
DeWitt, Larry.
Long-range strategic planning: a case study. Public manager, 21:57-59, Fall 1992.
Descriptors: *Strategic planning--Case studies / *U.S. Social Security Administration / Federal government.

12-106
Fletcher, Christine and Cliff Walsh.
Reform of intergovernmental relations in Australia: the politics of federalism and the non-politics of managerialism. Public administration (Gt. Brit.), 70:591-616, Winter 1992.
Descriptors: *Australia / *Public administration--Comparative studies / *Intergovernmental relations--Comparative studies.

12-107
The Gardner legacy: its impact on the theory and practice of organizational change, part 1. Public administration quarterly, 15:441-450+, Winter 1992.
Part one of symposium honoring Neely D. Gardner.
Partial contents: The state fund experience: Neely Gardner's training-of-trainers as an approach to action training and research, by Raymon R. Bruce; Neely Gardner: an interpretation of his approach to organization development, by John R. Hook; The logic of caveman management, by Peter Kobrak.
Descriptors: *Public administration--Research / *Training--Research / *Organization development--Research.

12-108
The Gardner legacy: its impact on the theory and practice of organizational change, part 2. Public administration quarterly, 16:164-179+, Summer 1992.
Part two of symposium honoring Neely D. Gardner.
Partial contents: Institutionalizing training: another Gardner legacy, by Frank P. Sherwood; Leadership: arranging the chairs--reflections on the lessons of Neely Gardner, by Camille Cates Barnett; Neely Gardner and Deming's Total Quality Management: parallels and connections, by James F. Wolf.
Descriptors: *Public administration--Research / *Training--Research / *Organization development--Research.

12-109
Greenberg, Michael.
Communicating environmental risk through mass media. Public manager, 21:45-48, Fall 1992.
Descriptors: *Government and the press / *Public relations / *Risk / Federal government.

12-110
Kramer, Fred A.
Using the classics to expand public administrative thought: an exhortory note. American review of public administration, 22:301-306, December 1992.
Descriptors: *Public administration--Theory.

12-111
Lynn, Laurence E., Jr.
Dividing the job: intergovernmental dimension. Public manager, 21:7-10, Fall 1992.
Descriptors: *Intergovernmental relations / *Bureaucracy.

12-112
Rourke, Francis E.
Responsiveness and neutral competence in American bureaucracy. Public administration review, 52:539-546, November-December 1992.
Descriptors: *Bureaucracy--Research.

PUBLIC ADMINISTRATION (Cont'd)

12-113

Shafer, Raymond P.

A high and continuing place. Public manager, 21:53-54, Fall 1992.

Descriptors: *Executive advisory bodies / *Government service as a career / *Public administration / *Civil service / Federal government.

12-114

Symposium on information in public administration. International review of administrative sciences, 58:307-310+, September 1992.

Partial contents: Informatization in public administration: introduction, by Paul H. A. Frissen; Acceptance and implementation of information policy, by Arre Zuurmond, Paul Zeef and Wil Gooren; Information technology and organizational culture: implementing change, by Susan M. Barrett; Information networking in public administration, by John A. Taylor.

Descriptors: *Public administration--Comparative studies.

12-115

Wholey, Joseph S. and Harry P. Hatry.

The case for performance monitoring. Public administration review, 52:604-610, November-December 1992.

Descriptors: *Management accountability--Research / *Performance--Research / Federal government / State government / Local government.

12-116

Yud, Lary F.

Dear new political appointee.... Government executive, 25:42-43, January 1993.

Descriptors: *Political executives--Responsibilities / *Executives--Responsibilities / *Appointments / Federal government.

REDUCTION IN FORCE

12-117

Overman, Stephenie.

Managing in the leaner organization. HRMagazine, 37:38-43, November 1992.

Descriptors: *Reduction in force--Case studies / *Organizational structure--Case studies.

RETIREMENT

12-118

Strazewski, Len.

A delicate balance. Human resource executive, 6:1+, December 1992.

Descriptors: *Retirement planning--Case studies / *Retirement benefits--Case studies.

SAFETY

12-119

Weinstein, Mindy.

Employee-designed solutions. Human resource executive, 6:55-58, September 1992.

Descriptors: *Accidents--Prevention / *Safety regulations / *Employee rules.

SCIENTISTS AND ENGINEERS

12-120

Johnson, Howard M.

The life of a black scientist. Scientific American, 268:160, January 1993.

Descriptors: *Afro-American scientists / *Scientists--Characteristics.

TESTS

12-121

Bashore, Theodore R. and Paul E. Rapp.

Are there alternatives to traditional polygraph procedures? Psychological bulletin, 113:3-22, January 1993.

Descriptors: *Polygraphy--Research / *Lie detectors and detection--Research.

12-122

Hornsby, Jeffrey S., Donald F. Kuratko and William Honey.

Emerging growth companies and the at-risk employee: the viability of pre-employment honesty testing. S.A.M. advanced management journal, 57:24-29, Autumn 1992.

Descriptors: *Polygraphy / *Lie detectors and detection.

12-123

Maurer, Todd J. and Ralph A. Alexander.

Methods of improving employment test critical scores derived by judging test content: a review and critique. Personnel psychology, 727-762, Winter 1992.

Descriptors: *Content validity--Research / *Test scores--Research.

12-124

Powell, J. C. and N. Shklov.

Obtaining information about learners' thinking strategies from wrong answers on multiple-choice tests. Educational and psychological measurement, 52:847-865, Winter 1992.

Descriptors: *Tests--Research / *Problem solving--Research.

TRAINING

12-125

Bell, Chip R.

The trainer as storyteller. Training & development, 46:53-56, September 1992.

Descriptors: *Teaching--Aids and devices / *Communication techniques / *Tales / *Training methods.

12-126

Ford, Donald J.

Toward a more literate workforce. Training & development, 46:52-55, November 1992.

Descriptors: *Training / *Literacy.

12-127

Ford, J. Kevin and others.

Factors affecting the opportunity to perform trained tasks on the job. Personnel psychology, 45:511-527, Autumn 1992.

Descriptors: *Training--Research.

12-128
Galagan, Patricia A.
When the CEO is on your side. Training & development, 46:46-51, September 1992.
Descriptors: *Employee development--Case studies / *Training administration--Case studies.

12-129
Grumling, Dennis K. and Carolyn A. Sheehy.
Professional development program: training for success within academic librarianship. College & research libraries, 54:17-24, January 1993.
Descriptors: *Transfer of training / *Librarians--Training / *Universities and colleges.

12-130
Hassett, James.
Predicting the costs of training. Training & development, 46:40-44, November 1992.
Descriptors: *Training costs.

12-131
Hennebach, Carol.
Instant secretaries: just add training. Training & development, 46:63-65, November 1992.
Descriptors: *Training--Case studies / *Secretaries / *Retraining--Case studies.

12-132
Kirrane, Diane E.
Visual learning. Training & development, 46:58-63, September 1992.
Descriptors: *Visual aids / *Learning, Psychology of / *Teaching--Aids and devices / *Educational technology / *Training methods.

12-133
Korukonda, Appa Rao.
Managerial action skills in business education: missing link or misplaced emphasis? S.A.M. advanced management journal, 57:27-34, Summer 1992.
Descriptors: *Business education--Evaluation.

12-134
Laycock, D. Kerry and Roberta Robinson.
The Mad Hatters' approach to ADA training. Training & development, 46:69-72, September 1992.
Descriptors: *Sensitivity training--Case studies / *Role playing / *Handicapped--Attitudes toward.

12-135
Mobley, Michael and Tamara Payne.
Backlash! The challenge to diversity training. Training & development, 46:45-52, December 1992.
Descriptors: *Training / *Cross cultural communication / *Equal opportunity in employment.

TRAINING (Cont'd)

12-136
Olsten, Stuart.
Quality in today's sophisticated workplace. HRMagazine, 37:104+, November 1992.
Descriptors: *Quality control / *Skilled labor / *Standards of performance / *Literacy / *Training courses of study.

12-137
Pechter, Kerry.
The controversy continues: what are the advantages of in-house training vs. using an outside source? Or is it best to do both? Human resource executive, 6:30-32+, November 1992.
Descriptors: *Training--Comparative studies.

12-138
Q & A with Stephen Covey. Training, 29:37-40+, December 1992.
Interview with the author of The Seven Habits of Highly Effective People, 1989.
Descriptors: *Success in employment / *Personal development / *Personality.

12-139
Rice, Judy.
Cascaded training at Hughes Aircraft helps ensure continuous measurable improvement. National productivity review, 12:111-116, Winter 1992-93.
Descriptors: *Training administration--Case studies / *Quality control--Case studies / *Productivity improvement--Case studies.

12-140
Schmidt, Richard A. and Robert A. Bjork.
New conceptualizations of practice: common principles in three paradigms suggest new concepts for training. Psychological science, 3:207-217, July 1992.
Descriptors: *Training--Research / *Learning, Psychology of.

12-141
Wigglesworth, David C.
Video-ing diversity: a review of training videos on workforce diversity. Training & development, 46:53-56+, December 1992.
Descriptors: *Teaching--Aids and devices--Information sources / *Video tape recorders and recording / *Cross cultural communication.

WORK LIFE

12-142
Kossek, Ellen Ernst and Victor Nichol.
The effects of on-site child care on employee attitudes and performance. Personnel psychology, 45:485-509, Autumn 1992.
Descriptors: *Day care centers / *Quality of working life / *Absenteeism--Research.

WORK LIFE (Cont'd)

12-143

Morrisey, George L.

Your personal mission statement: a foundation for your future. Training & development, 46:71-74, November 1992.

Descriptors: *Employee development.

12-144

Patch, Frances, Dan Rice and Craig Dreilinger.

A contract for commitment. Training & development, 46:47-51, November 1992.

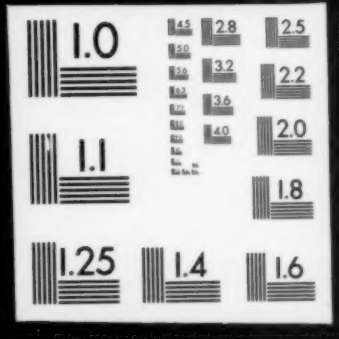
Descriptors: *Organizational commitment.

12-145

Walker, Meg.

Help juggling family and work is on the way. Federal times, 28:11, January 4, 1993.

Descriptors: *Family (Sociological unit) / *Women--Employment / *Day care centers / Federal government.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